



The nature and causes of unintended events reported at 10 internal medicine departments

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Aim

- To gain insight into the *nature* of unintended events
- To identify the *underlying causes* of unintended events

Definition UE: *all events, no matter how seemingly trivial or commonplace, that could have harmed or did harm the patient.*

Methods

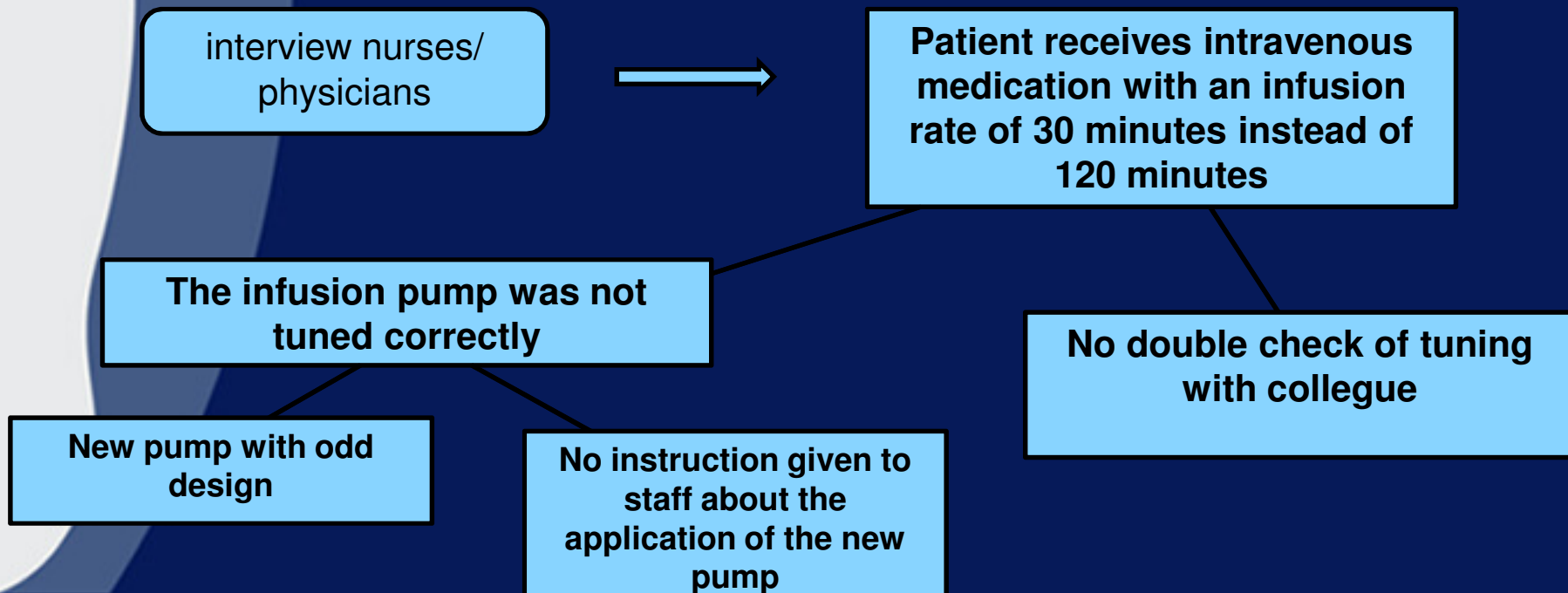
- 10 internal medicine departments
- Incident reporting by hospital staff + interviews
- Root cause analysis > PRISMA medical
- Categorizing incidents

Methods (1)

PRISMA-medical

- PRISMA-medical: Prevention and Recovery Information System for Monitoring and Analysis

Step 1: An event was described by means of a causal tree:



Methods (2)

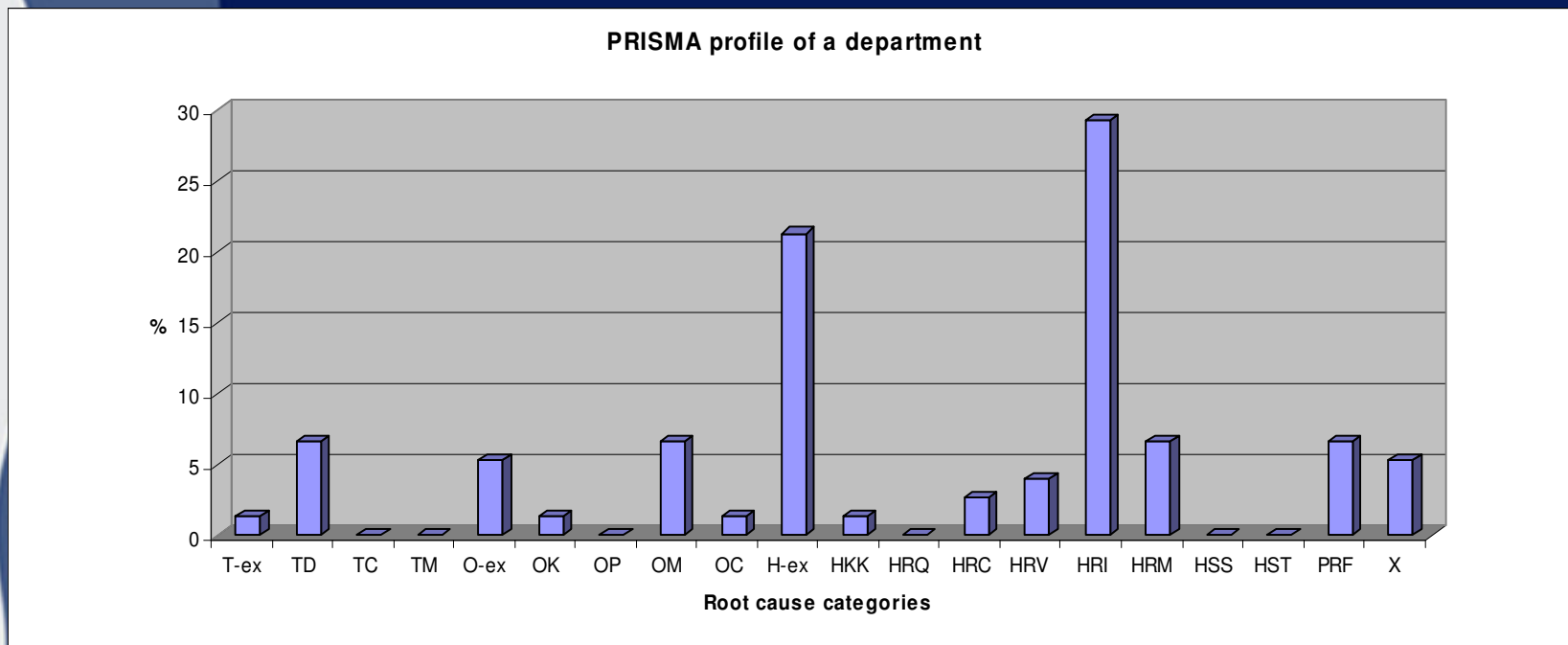
Categories of the Eindhoven Classification Model: medical version

Step 2:
Root causes
were
classified
with ECM

Main category		Code	Category
Technical		T-EX	External
		TD	Design
		TC	Construction
		TM	Materials
Organisational		O-EX	External
		OK	Transfer of knowledge
		OP	Protocols
		OM	Management priorities
		OC	Culture
Human		H-EX	External
	Knowledge-based behaviour²	HKK	Knowledge-based behaviour
	Rule-based behaviour²	HRQ	Qualifications
		HRC	Coordination
		HRV	Verification
		HRI	Intervention
		HRM	Monitoring
	Skill-based behaviour²	HSS	Slips
		HST	Tripping
	Patient related		PRF
Other		X	Unclassifiable

Methods (3)

Step 3. A PRISMA profile was made for each department



Results – reported UEs

- 625 UEs reported, mean = 63
- Most commonly reported UEs: medication related, collaboration with other departments within the hospital.
- More than half of the UEs reached the patient
 - 1 in 10 UEs resulted in physical harm

Discussion

- Human causes main contributor to UEs:
 - Relatively minor incidents reported
 - Organisational and technical factors harder to identify
- Technical and organisational factors also important for improvement strategies

Conclusion

- Incident reporting good method to gain insight into UEs and their causes
- Important areas for improvement:
 - prescription, preparation and administration of medication
 - collaboration between departments, and between nurses and physicians

Questions?

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Thank you for your attention!